



**Customer Service Evaluation
of the
Food Safety Program
for the
Alexandria Health Department's
Environmental Health Division
March 19, 2012**

Executive Summary

This *Customer Service Evaluation of the Food Safety Program for the Alexandria Health Department's Environmental Health Division* provides AHD's Environmental Health Division (EHD) with insight into client perceptions of the services we provide. By listening to clients and working to address their needs, EHD hopes to continue to enhance the Food Safety Program. This reflects the AHD core value of "Improving Continuously".

An anonymous survey was distributed to food establishment owners and managers asking them to rate the EHD's Food Safety Program and to comment on ways the program could be improved. An amazing 25% of those who received the survey filled it out and returned it.

In general, survey respondents had high praise for EHD's Food Safety Program. These comments are highlighted in the "Strengths of the Food Safety Program" section.

More than 98% of survey respondents answered that they were "very satisfied" or "satisfied" with EHD's customer service (98.3%), the time frame of the service provided (98.2%), and how well EHD staff explained food safety principles to them (98.8%). Similarly, 98.8% of food establishment clients rated EHD staff as "always" (79.9%) or "usually" (18.9%) knowledgeable. 97.6% of clients rated EHD staff as "always" (80.0%) or "usually" (17.6%) respectful and fair.

The written comments received also reflected that EHD environmental health specialists are perceived as helpful, professional and important to maintaining food safety awareness by food establishment staff. Positive comments were made about EHD's quarterly food safety newsletter, the EHD's response during emergencies, and the helpfulness of the training materials provided by EHD.

Comments from survey respondents included a number of suggestions for improving the Food Safety Program. Most of these suggestions centered around the focus, consistency, timing, and frequency of food safety evaluations and on communications and training. These comments and EHD's responses to them are highlighted in the "Areas for Improvement" section of this report. Working together with industry, EHD will proactively address these suggestions for improvement in order to continue the EHD's tradition of excellence.

Customer Service Evaluation of the Food Safety Program of the Alexandria Health Department's Environmental Health Division

PURPOSE

In January and February, 2012, the Alexandria Health Department's Environmental Health Division (EHD) staff conducted a customer service survey of the city's permitted food service establishments. The purpose of the survey was to evaluate the effectiveness of the Food Safety Program and to determine how the EHD could better serve its customers. This report presents the results of that survey.

METHOD

The EHD developed a survey instrument to gauge customer satisfaction with the environmental health services rendered to food facilities and to elicit comments and/or suggestions on how to improve the Food Safety Program. A copy of the survey can be found in Appendix A.

The EHD hand-delivered the survey form as part of an initiative to review establishment menus, confirm facility contact information and introduce each facility's management to their new Environmental Health Specialist (EHS). "Food facilities" in this case was defined as a food service establishment (such as restaurants, delis, groceries, convenience stores, child care facilities, adult care facilities, or schools) in which food evaluations are performed by the EHD.

Approximately 700 survey forms were distributed with stamped return envelopes. This represents about 90% of the city's 772 permitted food establishments. (Logistical issues prevented distribution to 10% of permitted facilities.) Survey recipients were asked to fill out the survey and mail it back anonymously. 173 survey forms were returned for a return rate of approximately 25% of potential respondents. This was an excellent response rate and compares very favorably to the 15% response rate for a similar survey mailed out in 2008.

Of the surveys returned, 165 (95%) answered all of the five questions where the Food Safety Program could be rated by checking a box. The data from these ratings is contained in Tables 1, 2, 3, 4 and 5 and Figures 1, 2, 3, 4 and 5.

Of the 173 surveys returned, 134 (77%) provided additional information through narrative answers to some or all of the three open-ended questions. These comments are compiled in Appendix B under topic headings so that similar comments from different individuals might be compared. The comments are reproduced verbatim except the names of specific Environmental Health Specialists (EHSs) were redacted and replaced with the words "our EHS."

AUTHORSHIP

The data for this report were compiled by Kathy Verespej of the Alexandria Health Department's Environmental Health Division. The data was analyzed by and this report was written by Bob Custard, Environmental Health Manager. Alexandria Health Department Health Director Stephen A. Haering, MD, MPH, reviewed and approved this report.

CONCLUSIONS

2012 CUSTOMER SERVICE EVALUATION

ALEXANDRIA FOOD SAFETY PROGRAM

Strengths of the Food Safety Program

1. Customer service

Survey respondents overwhelming (>98%) were “very satisfied” or satisfied” with the Food Safety Program services they received. Two-thirds (67.3%) of the respondents were “very satisfied” (see Table 1 and Figure 1 below).

Overall, how satisfied were you with the Environmental Health services you received?

| | |
|-------------------|------------|
| No Response | 5 |
| Very Dissatisfied | 2 |
| Dissatisfied | 1 |
| Satisfied | 52 |
| Very satisfied | 113 |
| TOTAL | 173 |

Table 1: Responses to the question “Overall, how satisfied were you with the Environmental Health services you received?”

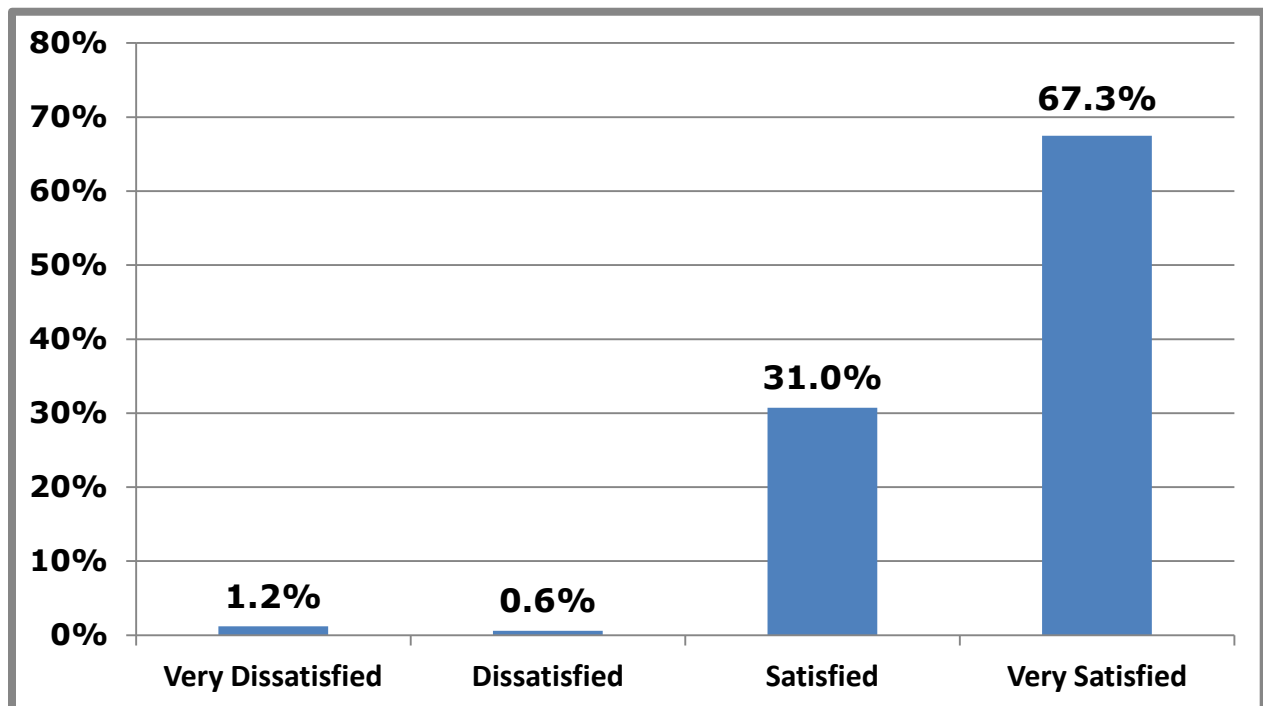


Figure 1: Responses to the question “Overall, how satisfied were you with the Environmental Health services you received?”

Although one “very dissatisfied” respondent noted that his phone call to the Environmental Health Division (EHD) was not returned, the vast majority of respondents commended the EHD for its customer service. Two noted that they appreciated EHD staff being “available in person to answer questions.” Some noted EHD staff who had gone the extra mile by delivering “the permit to me in person” or “assisting me” with a renewal fee when the customer service counter was closed, or who “used (an) interpreter” for a phone call.

Thirty of the respondents in their written comments specifically gave the EHD staff kudos such as “Keep up the good work,” “You guys are doing a great job,” or “All my experiences have been positive.” Nine respondents specifically noted how helpful EHD staff were with comments such as “EHS helped during inspections,” “Environmental Health staff is really helpful,” or “Our inspectors worked with us on all issues, or potential issues. Very helpful.”

When asked to rate the timeliness of EHD’s services, more than 98% of respondents were “satisfied” or “very satisfied” (see Table 2 and Figure 2 below).

Were the Environmental Health services provided in a timely way?

| | |
|--------------|------------|
| No Response | 6 |
| Never | 0 |
| Sometimes | 3 |
| Usually | 45 |
| Always | <u>119</u> |
| TOTAL | 173 |

Table 2: Responses to the question “Were the Environmental Health services provided in a timely way?”

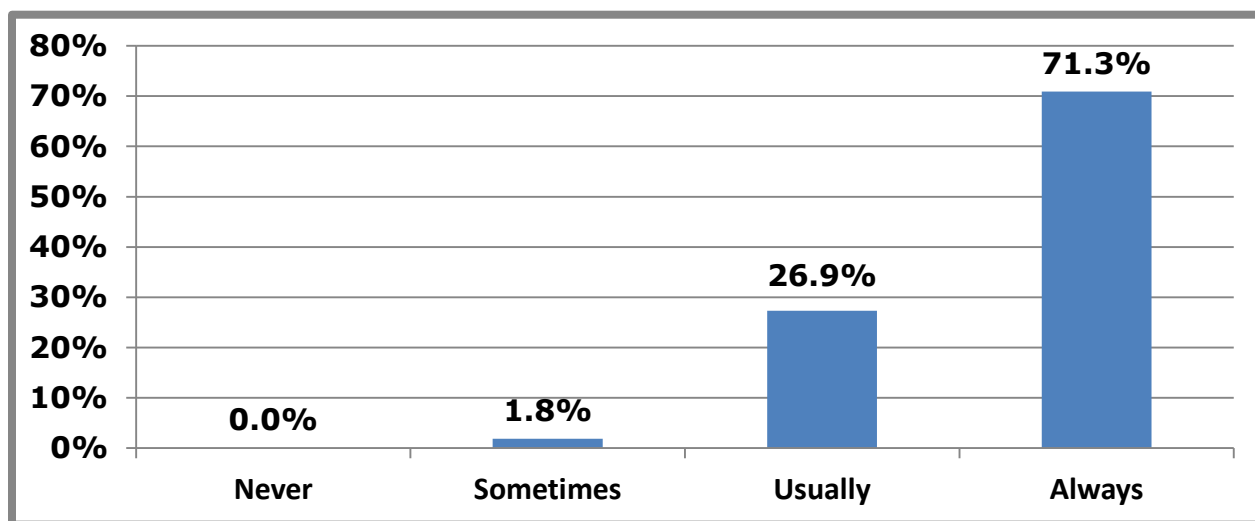


Figure 2: Responses to the question “Were the Environmental Health services provided in a timely way?”

2. Communications

A lot of the survey feedback focused on communications and how well the EHD conveys information. One respondent commented that the most helpful thing about the Food Safety Program services was “the level of communications and understanding.” Two respondents commented that the most helpful thing for them was the EHD website. Seven respondents commented favorably on the quarterly ***Food Talk*** newsletter. An eighth respondent suggested making the newsletter monthly.

More than 98% of respondents were “satisfied” or “very satisfied” with how well Environmental Health staff explained things to them. More than two thirds of the respondents were “very satisfied” (see Table 3 and Figure 3 below).

How satisfied were you with how well the Environmental Health staff explained things to you?

| | |
|-------------------|------------|
| No Response | 3 |
| Very Dissatisfied | 1 |
| Dissatisfied | 1 |
| Satisfied | 53 |
| Very satisfied | 115 |
| TOTAL | 173 |

Table 3: Responses to the question “How satisfied were you with how well the Environmental Health staff explained things to you?”

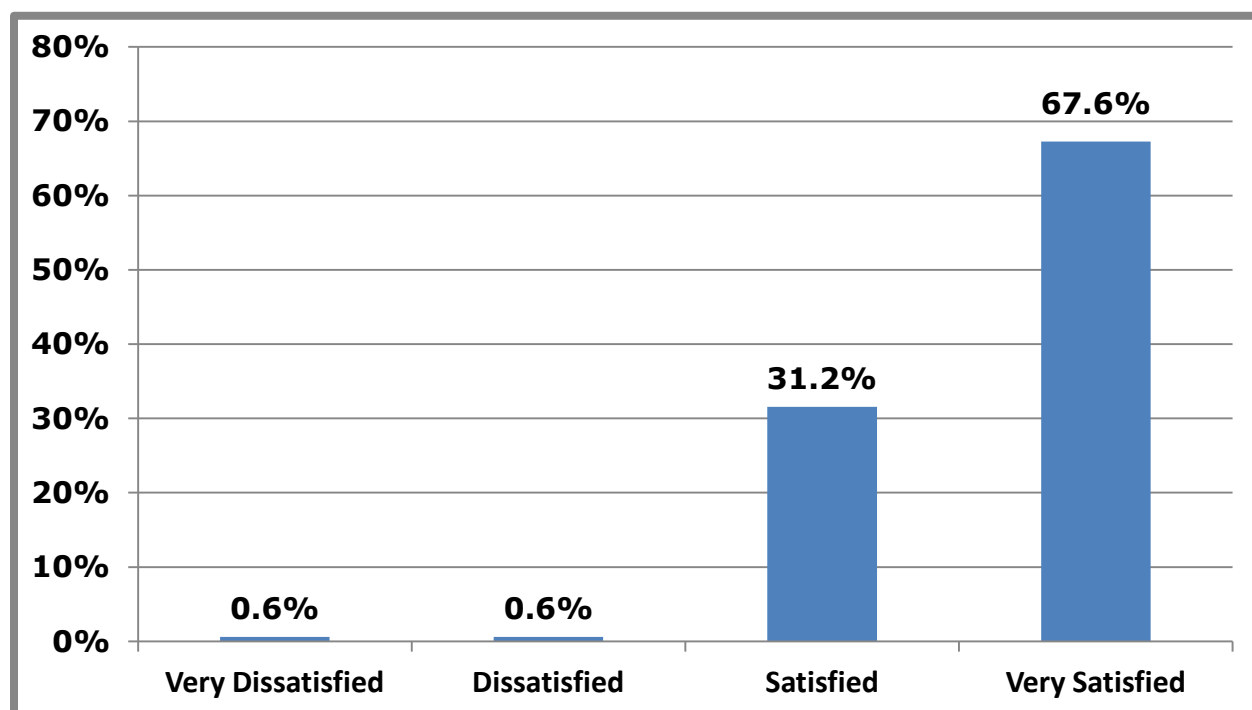


Figure 3: Responses to the question “How satisfied were you with how well the Environmental Health staff explained things to you?”

Eighteen respondents made specific written comments saying the most helpful thing about the Food Safety Program services was the way the EHD staff answered questions and explained food safety principles. One respondent noted that their EHS was "very friendly and helpful in answering questions." Another said their EHS took the time "to explain why certain things should be done in certain ways." An additional nine respondents said the information provided by the EHD staff was most helpful. One respondent noted that "during inspections detailed information was provided." Another said their EHS was "very informative and courteous." One respondent suggested that the EHD "provide more information."

Eleven survey respondents made positive written comments commending the EHD for helping them keep updated on food safety technology and regulations. One noted the helpfulness of "updates on new information." Another respondent noted that their EHS "was very helpful with keeping us up to date on new laws and enforcements." A third respondent recognized the EHS's "willingness to work with and educate staff on new procedures."

3. Professionalism of Environmental Health Division staff

Survey respondents frequently cited the EHD staff for their professionalism, knowledge and concern for the health of the community. They particularly appreciated the food safety guidance and advice given by the EHSs and the positive interaction between the EHSs and restaurant staff. One respondent commented on the EHD staff's "sincere concern for the health of the public."

Thirteen survey respondents made very positive written comments about the professionalism of the EHD staff. One respondent described their EHS as "always polite, courteous and very knowledgeable." Another said the EHD staff is always "very professional; very respect(ful) and very good attitude." A third respondent said that "the health inspectors that I have dealt with have been strict, but fair." A fourth respondent said their EHS "had a way that made you look forward to see her." They added, "I hope the new person is half as good." There was one negative comment by a respondent who suggested that the EHD "hire more professional and polite inspectors."

Five respondents commented positively on the interaction between their EHS and their kitchen staff. One respondent said, "It is nice to have our inspector know us and vice versa. It makes us working together easier and helps build relationship and communication with each other." Another respondent noted that "inspection is always a learning process for us." A third respondent cited the "interaction with kitchen staff" as the most helpful aspect of the Food Safety Program services they received.

Eight respondents wrote specific comments noting how knowledgeable the EHD staff was. One respondent wrote, "Our inspector does an excellent job and is extremely knowledgeable. Thanks." Another commented on "how professional 'our EHS' presented herself and being so knowledgeable." A third respondent said, "The staff are all knowledgeable and very helpful." More than 98% of respondents judged the EHD's staff to "usually" or "always" be knowledgeable (see Table 4 and Figure 4 below).

Were the Environmental Health staff knowledgeable?

| | |
|--------------|------------|
| No Response | 4 |
| Never | 0 |
| Sometimes | 2 |
| Usually | 32 |
| Always | 135 |
| TOTAL | 173 |

Table 4: Responses to the question "Were the Environmental Health staff knowledgeable?"

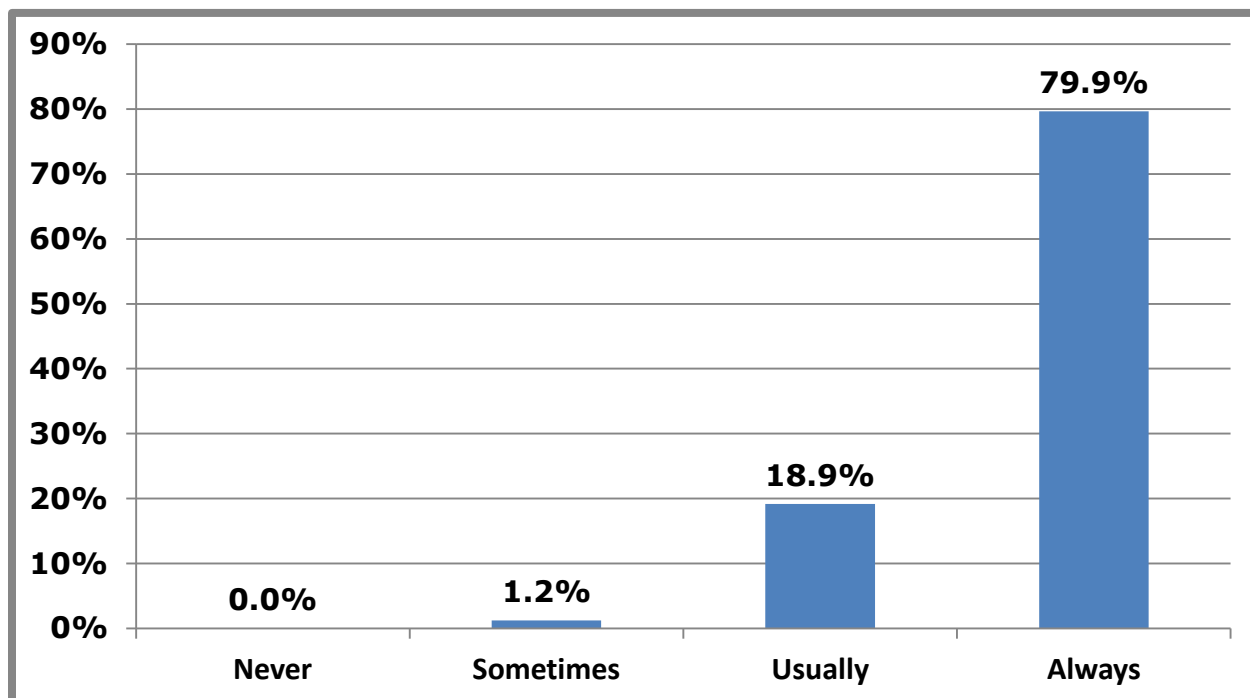


Figure 4: Responses to the question "Were the Environmental Health staff knowledgeable?"

Nineteen respondents made positive comments about the guidance and advice provided by their EHS. One respondent commended "the courteous suggestions for improvement and practical ways to meet/exceed health standards and requirements." Another respondent appreciated the

“constructive advice.” A third respondent said the “advice on how to improve” was most helpful. Similarly, a fourth respondent found “recommendations on proper food handling” most helpful. Four respondents expressed appreciation for the guidance on menus and consumer advisories given at the time the surveys were distributed. One respondent encouraged the EHD to “be proactive in not just inspecting, but also advising ‘best practices’ scenarios.”

4. Training materials provided

Six respondents commented positively about the training materials provided by the EHD. One of these respondents mentioned posters, two mentioned labels (for dish sinks or hand sinks), and three mentioned training literature. One respondent found “bilingual pamphlets for staff” to be particularly helpful.

5. Emergency response

Five respondents made positive comments about the EHD’s response to emergencies and food recalls. Two respondents mentioned faxes or e-mails sent alerting facilities of major food recalls or providing guidance on what to do before major storms. One respondent commented on how helpful the “24 hour coverage” was in helping restaurants reopen after they had to close due to an emergency or imminent health hazard. Two respondents noted that the EHD comes by “to check if it is safe for us to open” after flood events and similar weather-related emergencies.

6. Increased food safety awareness by food service operators

Fifteen respondents commented that they found the Food Safety Program services provided by the EHD helped them maintain the food safety awareness of their kitchen staff. One of these respondents said, “Having an agency overseeing the job we are doing serves as a constant motivation to make sure we are doing all we can to uphold and maintain proper standards.” Another respondent said, “As much as I hate to admit it, I really do appreciate having Environmental (Health) staff come to our facility randomly to inspect and make sure to are doing things right!” A third respondent noted, “They helped us with the knowledge of smaller things so we don’t forget about protecting our customers.”

7. Relationships based on mutual respect and fairness

The Environmental Health Division clients who responded to the survey overwhelmingly believed that they were treated fairly and with respect (see Table 5 and Figure 5 below).

**Were you treated fairly
and with respect?**

| | |
|--------------|------------|
| No Response | 3 |
| Never | 0 |
| Sometimes | 4 |
| Usually | 30 |
| Always | 136 |
| TOTAL | 173 |

Table 5: Responses to the question "Were you treated fairly and with respect?"

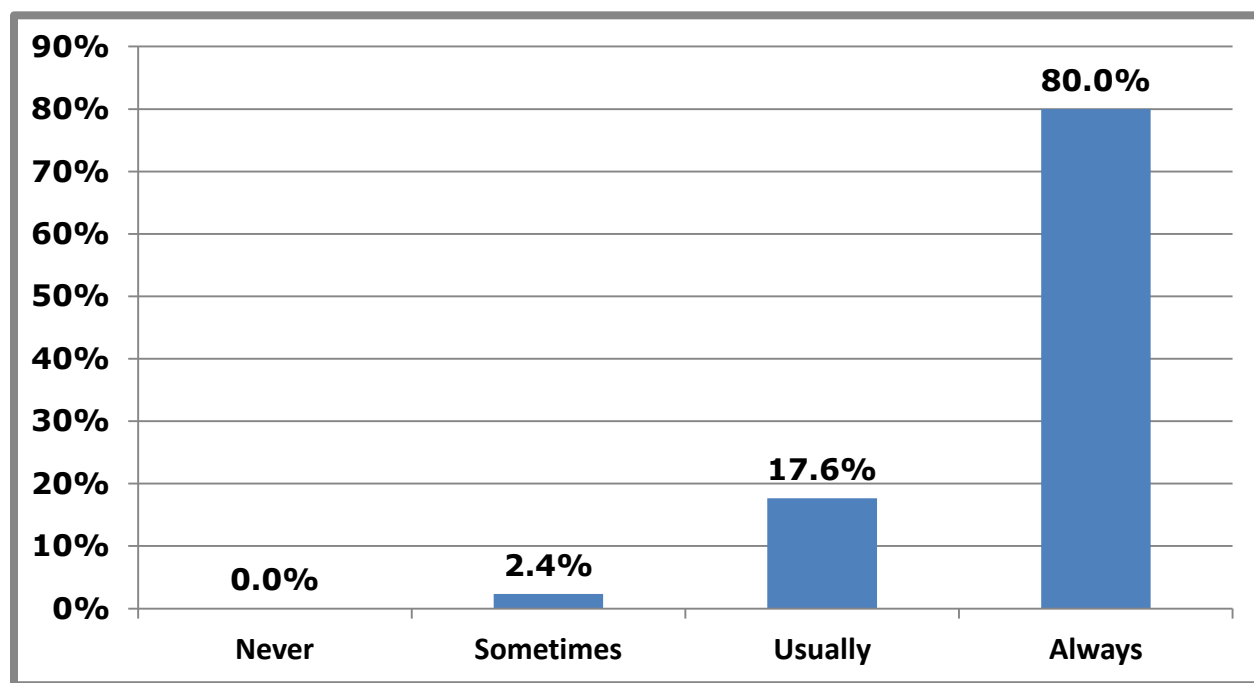


Figure 5: Responses to the question "Were you treated fairly and with respect?"

About 80% of the survey respondents who answered this question said that they were "always" treated fairly and with respect. About another 18% said they were "usually" treated fairly and with respect. Of the four clients who answered "sometimes," two gave no explanation, one noted that he received no return phone call after leaving a message with the Health Department, and one asked not to be disturbed during lunchtime.

Five survey respondents commented about how important the relationship is between the EHD and the food service facilities it regulates. One respondent said, "Inspectors treat the relationship between the (Health) Dept., licensees

and the public as a partnership.” Two other respondents described a “great working relationship.” Another respondent said, “I used to operate a restaurant in DC and dealt with Health Dept agents. I can see now (that) agents in Alexandria care about the restaurant. That is a good thing.” A fifth respondent commented, “Working together, we can serve our community with the best and safest food. Thank you for your work.”

Areas for Improvement in the Food Safety Program

1. Proactive, clear communications

Although there were many positive comments about the information and guidance provided by Environmental Health Specialists (EHSs) during food safety evaluations (inspections), one survey respondent mentioned that the Environmental Health Division (EHD) should be “more proactive about all communication.” Another respondent suggested that the EHD “improve clear communications.” A third respondent asked that the EHD “provide more information.” None of these respondents provided specific examples or details about their suggestions.

One respondent requested that new standards be made “easily accessible.” However, eleven respondents commended the EHD staff for “keeping us updated with health regulations” or providing “updates on new information.”

To address these concerns and to continue to improve communications with food facility managers and owners, the EHD plans to redesign its website over the coming year and post additional information and resources. When there are major changes to policy or regulations, direct links to the new information will be posted on the website. The EHD also plans to expand the information mailed out with its quarterly **Food Talk** newsletter that targets food establishments. To improve communications with consumers and other stakeholders, the EHD plans to explore how e-news and social media might be used more effectively.

2. Permitting process

Two survey respondents commented on the permitting process. One requested a “step by step guide how to obtain or maintain the necessary licenses and keep up to date all current health related issues.” To address this need, the EHD has begun working with the Alexandria Food Safety Advisory Council to develop a “New Facility Welcome Package” and a “Food Safety Reference Guide.” These will be available both in hard copy and on the EHD website.

A second respondent commented that “it would be helpful if the EHD would work closer with the planning commission so that when businesses change their functions, there is less confusion with permitting.” To address this and other permitting inefficiencies, the EHD has begun working more closely with Code Administration and Planning and Zoning. The creation of a New Small Business and Residential Project Facilitator in the City’s permit center will hopefully eliminate these types of problems. The EHD will work with Code Administration and Planning & Zoning to develop information and flowcharts that will guide new restaurant owners as well as existing owners who have a significant change in business functions.

3. Focus of food safety evaluations

Seven respondents commented on the focus of food safety evaluations. One respondent encouraged the EHD to “pay attention to the main point” of food safety, not to “other things.” Although this respondent was not more specific on their comment, EHD is addressing this concern by predominantly conducting risk-based food safety evaluations that focus on risk factors for food-borne illness and the key public health interventions for preventing food-borne illness.

One respondent commented on how helpful the “walk through” that occurs during food safety evaluations was in helping the food service manager understand the food safety system deficiencies the EHS observes. EHD now has this dialogue with the food service manager as a required part of every food safety evaluation.

Two respondents suggested that the Food Safety Program employ “common sense” or “take a real world view of how things should be done.” Another respondent suggested that the EHD “be flexible” in the application of policy by adapting policy to each individual business. Unfortunately, these respondents did not provide any specific details about what requirements they found onerous. That said, EHD trains its EHSs to be flexible and to consistently seek common sense solutions to food safety problems they encounter in the field (within the parameters of the Food Code).

One respondent commended EHD for giving facilities the “opportunity for corrective actions for violations” during the food safety evaluation process. This standard EHD practice focuses the evaluation on solving problems rather than just citing code violations.

4. Consistency of food safety evaluations

Three respondents noted that there is sometimes a lack of consistency in how EHSs interpret and enforce the Food Code. In an effort to improve consistency, the entire EHD staff working in the Food Safety Program has been standardized in interpretation of the Food Code. In the prior Calendar Year (2011), each EHS completed a minimum of six hours of continuing education in food safety. Also, a training segment is now devoted to discussing sections of the Food Code and their interpretation at six staff meetings throughout the year. EHSs are encouraged to discuss where they observe inconsistencies in Food Code interpretation (or where they are alerted to perceptions of inconsistencies by food establishments). All EHSs also participate in two additional standardization evaluations during each calendar year.

Additionally, several times each year, a review of each EHS's evaluation reports is conducted. These reviews are scored and the scores are linked to each EHS's annual performance review. A key part of these reviews is the EHS's ability to correctly interpret and apply the Food Code.

Together, we anticipate that these measures will continue to improve consistency in how EHSs interpret and enforce the Food Code.

5. Timing, frequency and scheduling of food safety evaluations

Six respondents made comments about the timing of the food safety evaluations conducted by the EHD. Most of these respondents specifically suggested that the EHD "not inspect restaurants during their busy lunch hour." One respondent noted that during busy meal periods the "manager or chef cannot give (the) inspector 100% of their attention." The EHD endeavors to evaluate food facilities at a variety of stages during their preparation and service of food, so, on some occasions, food safety evaluations will be during meal periods. However, EHD understands the demands placed on restaurant managers during exceptionally busy meal periods and tries not to always come during meal periods. It is important to conduct food safety evaluations during various stages of restaurant activities, so EHD, while trying to minimize disruption by staggering visits during busy periods, will continue to explain to food establishments the importance of our visits.

Several respondents commented on the frequency of the EHD's food safety evaluations. One respondent recommended "2 times a year." Another said "quarterly inspections are helpful for they keep us accountable and on track." Another recommended "more frequent visitation just to follow up and prevent issues." With the limited staff resources currently available, the EHD

is unable to evaluate all food service operations quarterly as it once did. Instead, the EHD assesses the risk of the food processes at each facility and then, based on that assessment, conducts between one and four risk-based evaluations annually. This approach meets national standards and focuses resources on the areas of greatest public health risk.

Two respondents inquired about “a tentative scheduling/time frame” for evaluations. Although most evaluations are unannounced, since June 2007, food establishments have been able to schedule one evaluation annually at a time that is most convenient to them and their management team. Surprisingly few facilities have taken advantage of this opportunity to schedule an evaluation. The EHD will remind food facility managers via our quarterly ***Food Talk*** newsletter that, if they choose to, they can schedule one of their evaluations on a date and time that works best for them.

6. Training

Four respondents suggested that the EHD provide “food safety training courses” to “refresh/retrain” food service staff. As resources permit, the EHD would like to be able to provide more on-demand training for individual food service facilities tailored to meet their specific needs or challenges. Currently, the EHD is able to provide some of this type of training and particularly focuses such limited resources on crisis situations.

There are many private providers of training for Certified Food Managers (CFMs) locally. It is the EHD’s policy not to compete with the private sector where there is an adequate supply of private training providers to meet the local demand.

Two respondents requested training materials for their staff: one requested posters about temperature control and food-borne illness, the other requested that information on food safety procedures be provided “to hand out in English and Spanish.” Based on these responses, the EHD will expand its efforts to provide posters and educational materials and, whenever possible, to provide those materials in English and in other languages. Also, the EHD will review its available food safety training resources, identify and fill gaps, and will provide all EHSs an update and periodic reminders on the resources available.

Alexandria Health Department



Stephen A. Haering, MD, MPH
Health Director

REPLY TO:
Environmental Health Division
4480 King Street, Suite 360
Alexandria, VA 22302
Phone: (703) 746-4910, Fax: (703) 746-4919
<http://alexandriava.gov/EnvironmentalHealth>

Customer Survey

Please tell us how we are doing.

As a public service agency, we would like to take this opportunity to ask you how we are doing. Your candid comments will help us evaluate the effectiveness of our programs and help us serve you better in the future.

Our goal of protecting the public's health is accomplished by various means such as environmental health evaluations (inspections) to determine compliance with state and local codes, educational efforts to familiarize owners, operators and managers of regulated facilities with code requirements, and enforcement measures taken to gain compliance if educational steps are unsuccessful.

This survey asks you about your satisfaction with our services and seeks your suggestions, recommendations, criticisms, and praises. Please take a few moments to give us your candid opinion. This anonymous survey typically takes about five minutes to complete. An addressed stamped envelope is enclosed for your convenience. Thank you in advance for your cooperation.

Reminder

Permits are not transferable.

You are reminded that the permit for your retail food establishment is not transferable to either a new business owner or a new location. If you move out of your current facility and into a new one, you must apply for and obtain a new permit before opening for business. Similarly, if you sell your business the new owner must apply for and obtain a new permit before opening for business. In addition, if you rent your current facility and move out, any new tenant of the facility engaging in a retail food business must apply for and obtain a new permit before opening for business. Retail food establishments found to be operating without a valid permit will be immediately closed.

Notice

Food Managers Certifications Good For FIVE Years

Food Managers Certification cards issued by ORS are good for five years from the date the applicant took their exam. Renewal of Food Manager Certification cards by ORS will require reexamination. Any of the food manager certification program exams that are evaluated and listed by a Conference for Food Protection recognized accrediting agency are acceptable. Currently the approved exams are: ServSafe (National Restaurant Association), Certified Professional Food Manager (Prometric), and Food Safety Manager Certification Examination (National Registry of Food Safety Professionals).

Bob Custard, R.E.H.S.
Environmental Health Manager

**Alexandria Health Department
Environmental Health Division
Customer Service Survey**

1. What form(s) of contact did you have with the Environmental Health Division?

(Please circle all that apply)

- a. Phone
- b. In person (at the Health Department)
- c. In person (at my business)
- d. Online
- e. E-mail
- f. Fax

2. What was most helpful about the services provided to you by the Environmental Health Division?

3. Do you have any suggestions about how to improve the Environmental Health Division's services?

| | | | | |
|--|----------------|-----------|--------------|-------------------|
| 4. Were you treated fairly and with respect? | Always | Usually | Sometimes | Never |
| 5. Were the Environmental Health staff knowledgeable? | Always | Usually | Sometimes | Never |
| 6. Were the Environmental Health services provided in a timely way? | Always | Usually | Sometimes | Never |
| 7. How satisfied were you with how well the Environmental staff explained things to you? | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 8. Overall, how satisfied were you with the Environmental Health services you received? | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |

9. Additional comments:

If you would like to contact the Environmental Health Manager to discuss a concern in person, please call Bob Custard at (703) 746-4970.

APPENDIX B – RESPONSES TO OPEN-ENDED QUESTIONS

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| <u>COMMUNICATIONS / INFORMATION</u> |
|---|
| More proactive about all communication |
| My suggestion will be to improve clear communications |
| |
| <u>Social Media</u> |
| Use social media or limit to industry groups |
| |
| <u>Information</u> |
| Provide more information. |
| |
| <u>Updates</u> |
| Make new standards easily accessible. |

| <u>PERMITTING PROCESS</u> |
|---|
| Step by step guide how to obtain or maintain the necessary licenses and keep up to date all current health related issues |
| It would be helpful if the EHD would work closer with the planning commission so that when business change their functions, there is less confusion with permitting |

| <u>EVALUATION FOCUS</u> |
|--|
| The opportunity for corrective actions for violations that have occurred |
| More individual business adaptable policy to be flexible instead of (ac)cross the board policy |
| To pay attention to the main point to the food safety, not to other things |
| Common sense |
| A reminder that the operators are not the enemy and we need to work together in a reasonable way to protect the public |
| I think that when you take a real world view of how things should be done, makes more sense to everyone |
| I would say the most helpful service would be the "walk through" that occur during evaluations. It is always useful to talk about our systems and how they match up with the AHD |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| <u>EVALUATION CONSISTENCY</u> |
|--|
| Have all your inspectors on the same page, sometimes a new inspector comes in and tells us something is not correct when the last inspector told us to do it. i.e. - soaking knives in sanitation solution |
| Just be consistent in what you are looking for during a visit. One visit I was told I needed a freezer thermometer. Bought one and the next visit I was told I did not need it |
| There are too many different inspectors and they all have different views on how things should be done. I think there should be a standard system |

| <u>EVALUATION TIMING</u> |
|---|
| Quarterly inspections are helpful for they keep us accountable and on track |
| Routine inspection |
| Not to show up during service (pre or post) |
| A tentative scheduling/time frame when we'll be receiving inspections |
| Limit inspections to before or after lunch, but not in the middle - sometimes impacts restaurants efficiency during busy times - also manager or chef cannot give inspector 100% of their attention |
| Please do not inspect restaurants during their busy lunch hour |
| More frequent visitation just to follow up and prevent issues |
| Better timings for inspections |
| When there is one food manager in house and while he/she is fulfilling orders for customers, it is difficult for him/her to be pulled off the then "rush duty" to answer to Health Dept questions, if and when those questions are not urgent matters |
| Please do not disturb during lunchtime |
| I hope health service is 2 times a year |
| I do learned a lot about regular schedules that you have for visit the business ... |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| |
|--|
| <u>TRAINING</u> |
| Food Safety training course we had in the past |
| They provide opportunities for education of how to maintain a business rather than just giving out violations |
| To have seminar |
| Monthly classes to revisit information |
| When they ask businesses to know certain procedures like what types of food-borne illnesses there are, please have copies available to hand out in English and Spanish |
| If you have some posters, will be great. Example, a photo or poster about illness or temperatures |
| How about classes for staff to refresh/retrain to keep them knowledgeable |

| |
|--|
| <u>CUSTOMER SERVICE</u> |
| <u>Specific Comments</u> |
| Used Interpreter for phone |
| Response |
| Although I was surprised to know that the AHD shortened hours on Thursdays, the clerk was helpful in assisting me, as I had limited time away from my business and wanted to pay my renewal fee in person |
| Brought the permit to me in person |
| In person at my business |
| Available in person to answer questions. Not automated! |
| Quicker response or just a response via telephone. I placed a call and left a message concerning an inspection/inspector and never heard back. My dissatisfaction stems from previous interactions with a health inspector that is no longer in our territory. I thought they should have made more of an effort to be timely with the report as well as friendlier. We are not interested in taking a cavalier approach to our work and rely on our relationship with the AHD |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| <u>CUSTOMER SERVICE (continued)</u> |
|--|
| <u>General Kudos</u> |
| Doing pretty good |
| We are currently very satisfied |
| You guys did a good job already |
| Just keep doing what you doing. If and when you need any help, will be happy to provide it |
| You guys are doing a great job |
| Keep up the good work |
| No, they do a good job |
| There are good staff and explained everything to manager |
| Keep up the good work |
| Services are satisfactory |
| Keep up the good work |
| I am happy |
| She did it all |
| Everything perfect |
| I do not have any suggestions on improvement. Everything about the division's services are great |
| No. They do a good job! |
| Not really. Thanks for what you do |
| They are doing well with the amount of staff that they have |
| All of my experiences have been positive |
| Our inspector does an excellent job and is extremely knowledgeable. Thanks |
| We'll miss "the EH Supervisor" |
| They are doing excellent job |
| "Our EHS" seems lovely to work with. Thank you! |
| Thanks |
| She did a good job. :) |
| Keep up the good work |
| Thank you |
| They are good staff |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| |
|---|
| <u>COMMUNICATIONS / INFORMATION</u> |
| Communication - most important |
| The level of communications and understanding |
| |
| <u>Newsletters</u> |
| Seasonal newsletter |
| Newsletters |
| "Food Talk" newsletter |
| We always get the (news)letter from them |
| Newsletter |
| The magazine |
| The quarterly brochure |
| A monthly newsletter |
| |
| <u>Website</u> |
| Website |
| Info on the websites |
| |
| <u>Information</u> |
| Detailed information given about rules/regulations |
| Provided valuable information |
| Preventive information |
| During inspections detailed information was provided |
| The information that was given |
| Info communicated by the inspector |
| The information needed to operate a safe establishment that would benefit our customers. |
| "Our EHS" was very informative and courteous |
| "Our EHS" provided knowledgeable information about health issues all the time. How to prevent bacterial contamination - in a very professional way. |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the EHD's services?

| <u>COMMUNICATIONS / INFORMATION (continued)</u> |
|--|
| <u>Explanation</u> |
| They are always helpful in explaining the regulations for us and how to remedy any problems |
| They explain everything necessary to keep food fresh and healthy way of cooking |
| Inspection and explanation of improvements |
| She always explains very well about what I need and what I have to do |
| Very explanatory towards the topics of safety hazards |
| She explained my mistakes and how to make the correction |
| Explained what she was looking for |
| The time taken to explain why certain things should be done certain ways |
| Explanation of regulations |
| Explanations of certain rules regarding cryovac, sous vide procedures, etc. |
| Pointing out health violations that we would normally miss |
| Very friendly and helpful in answering questions |
| The most helpful thing about the services provided by the division was someone coming in and telling me how I can improve my store more by pointing out the mistakes that I wasn't able to see |
| Answers questions |
| Answered all questions/very personable |
| Questions regarding policies and procedures in the kitchen were addressed and reduced confusion |
| They always answer with knowledge every question. Temperature is most important and very helpful |
| There are good staff and explained everything to manager |
| |
| <u>Updates</u> |
| (Current) food safety regulations |
| Updated regulations |
| New info, on updates and recommendations |
| Keeping us updated with health regulations and changes (ie, temperature changes, hazardous foods, etc.) |
| Willingness to work with and educate staff on new procedures |
| They keep us up to date with any health related news |
| Keeping up to date |
| Updates on new information |
| Keeps me up to date on regulating |
| Working with "our EHS"; she was very helpful with keeping us up to date on new laws and enforcements |
| Education about new laws and regulations |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| |
|---|
| <u>STAFF PROFESSIONALISM</u> |
| <u>Professionalism of EHD Staff</u> |
| She was courteous and offered her assistance in the future |
| How they announce theirself / who they are |
| The EHD is always professional, and their inspections of our facility have always helped us to improve our overall levels of safety and hygiene, as well as educate our employees on standards |
| "Our EHS" was very professional |
| How she explain what she is doing or ask |
| My last inspectors' professionalism |
| Sincere concern for the health of the public |
| Please hire more professional & polite inspectors! |
| The inspector is always polite, courteous and very knowledgeable |
| "Our EHS" was very informative and courteous |
| The health inspectors that I have dealt with have been strict, but fair |
| Always they are very professional; very respect(ful) and very good attitude |
| She had a way that made you look forward to see her. I hope the new person is half as good |
| |
| <u>Interaction with Food Service Staff</u> |
| Interaction with kitchen staff |
| Inspection is always a learning process for us. |
| The person asked question about where and how they take place |
| Tell you what is wrong or right |
| Having the same inspector and build relationship with them. If there is always a different person there are questions and things looked at are unnecessarily repetitious and time consuming. For example, having appropriate * on menu then next visit menu is the same, don't need to spend 20 min. checking every item on the menu because it was done previous visit. Plus, it is nice to have our inspector know us and vice versa it makes us working together easier and helps build relationship and communication with each other. Thank you. |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| <u>STAFF PROFESSIONALISM (continued)</u> |
|---|
| <u>Knowledgeable EHD Staff</u> |
| The staff are all knowledgeable and very helpful |
| The helpful knowledge |
| Knowledge |
| How professional "our EHS" presented herself and being so knowledgeable |
| About the Environmental Health staff. Knowledgeable |
| Very knowledgeable |
| Our inspector does an excellent job and is extremely knowledgeable. Thanks |
| "Our EHS" provided knowledgeable information about health issues all the time. How to prevent bacterial contamination--in a very professional way |
| |
| <u>Helpful EHD Staff</u> |
| Our inspectors worked with us on all issues, or potential issues. Very helpful |
| Helped correct proper food temperatures and procedures |
| EHS helped during inspections |
| Working with "our EHS", she was very helpful with keeping us up to date on new laws and enforcements |
| Staff's knowledge and willing to help with issues and training |
| Everything was very helpful |
| No, the inspector, "our EHS", was always helpful, respectful and courteous |
| Environmental Health service is really helpful |
| Inspector's assistance is always appreciated |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| <u>STAFF PROFESSIONALISM (continued)</u> |
|---|
| <u>Guidance / Advice</u> |
| Going over the menu to be sure that it is up to par |
| Lots of good advice about menu structures |
| Menu guidance |
| Good and helpful advice on item |
| Giving an ideas about employees health |
| Give us advice on how to improve |
| Constructive advice |
| The advice she gives |
| She all the time give suggestions and advice |
| Talk about to prevent bacterias of food |
| What it takes to be compliant with the health codes |
| Recommendations on proper food handling |
| Guidance to keeping a healthy and safe restaurant |
| Suggestions to improve quality of food |
| We have talked about some things to improve the quality of my hotel |
| Telling us ways to keep the business clean and how to keep the food fresh and out of contamination |
| The courteous suggestions for improvement and practical ways to meet/exceed health standards and requirements |
| To be proactive in not just inspecting, but also advising "best practices" scenarios |
| Helpful in the lot suggestions and advice for the future |

| <u>TRAINING MATERIALS</u> |
|---------------------------------------|
| Training materials and new procedures |
| Training-literature |
| Label (hand washing) |
| Sink labels |
| Current posters |
| Bilingual pamphlets for staff |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| <u>EMERGENCY RESPONSE</u> |
|--|
| When outbreaks happen, they send out a fax to alert us |
| Email |
| The 24 hour coverage |
| Sometimes they come by when we have a problem |
| After flooding situations, an employee from the Health Dept comes in to check if it is safe for us to open |

| <u>INCREASED FOOD SAFETY AWARENESS BY FOOD SERVICE OPERATORS</u> |
|---|
| Keeping us and our customers healthy |
| It helps to make sure everything we doing it right |
| Clean restaurant and protect customers' health |
| Keep clean, right temp |
| They helped us with the knowledge of smaller things so we don't forget about protecting our customers |
| Helping us maintain awareness about food & kitchen safety |
| Food safety |
| Reminders about how we should be operating to compliance |
| We got the right feedback |
| How to clean my store and keep it clean. Also how to take care food |
| Rules about how to keep the kitchen clean |
| To keep my store up to date with cleaning and quality |
| Environmental Health Division personnel helps a lot to keep the business good and health way |
| Having an agency overseeing the job we are doing serves as a constant motivation to make sure we are doing all we can to maintain and uphold proper standards |
| Help us to maintain a clean and neat kitchen |
| Having them make sure our operations are clean, things in order |
| As much as I hate to admit it, I really do appreciate having environmental staff come to our facility randomly to inspect and make sure we're doing things right! You are tough, but also helpful |

What was most helpful about the services provided to you by the Environmental Health Division?

Do you have any suggestions about how to improve the Environmental Health Division's services?

Additional comments?

| <u>RELATIONSHIPS BASED ON MUTUAL RESPECT AND FAIRNESS</u> |
|---|
| Inspectors treat the relationship between the (Health) Dept, licensees and the public as a partnership |
| We've always had a great relationship with Environmental Health Services |
| I have had a great working relationship with "our EHS" over the past several years. This form was dropped off by a different inspector today, who it appears will now do our inspections. I wasn't here to meet her, but look forward to meeting her soon |
| I used to operate restaurant in DC and dealt with Health Dept agents and I can see now agents in Alexandria care about the restaurant. That is good thing |
| Working together, we can serve our community with the best and safest food. Thank you for your work |

| <u>OTHER</u> |
|--|
| Due to our services changing, we may no longer need a permit. We no longer serve hot food, but serve milk in the 1/2 pint containers and cut fresh fruit |
| There weren't any services provided, but "our new EHS" was very pleasant |
| Met our new health specialist, "our EHS" |
| I think most agents have hard time finding parking and not enough time to inspect restaurants. Therefore, it would be nice to have extra agents |
| Smile more! |
| "Our new EHS" - new health inspector - looking forward to working together |
| Survey should be available online |
| I want to teach the Food Safety and Sanitation training in Alexandria |